AMENDMENTS TO THE CLAIMS

The following listing of claims will replace all prior versions and listings of claims in the application.

LISTING OF CLAIMS

1. (Currently Amended) A product management system including a production management server and an information offering apparatus for offering, via a communication network, information to a user of a product comprising a computer produced by combining parts selected from a plurality of parts, the information offering apparatus comprising:

question-and-answer items storage unit means for storing question-and-answer items including questions for each of the plurality of parts and answers for the questions;

request-receiving means for receiving a request for offering information of the product from the user via the communication network, the request being generated by execution by the user of a short-cut link on a desktop screen of said computer, the short-cut link incorporating a plurality of part codes as parameters of a URL, the plurality of part codes corresponding to the parts selected from the plurality of parts;

information-obtaining means for obtaining part-related information related to a part constituting the product in response to receiving the request;

pick-up means for picking up, from the question-and-answer items storage means, at least one question-and-answer item related to the part constituting the product based on the part-related information that is obtained; and

transmission means for transmitting the question-and-answer item that is picked

up to the user who has issued the request;

the production management server <u>sending an assembling instruction to a client</u>

<u>computer in an assembly plant to assemble the computer, the assembly instruction</u>

<u>indicating the parts selected from the plurality of parts by the user, the client computer</u>

<u>having an inspection program for inspecting whether the computer is assembled in</u>

<u>accordance with the assembling instruction and the client computer sending information</u>

<u>indicating a completion of inspection to the production management server,</u> <u>the</u>

<u>production management server,</u> upon receiving <u>the</u> information indicating <u>the</u> [[a]]

completion of <u>the</u> ~~an~~ inspection of the computer, forming and transmitting an e-mail to

the user having a link that is the same as the short-cut link on the desktop screen of the

computer, execution by the user of the link <u>in the e-mail</u> generating a request for

offering information of the product from the user that is received by the request-

receiving means of the information offering apparatus via the communication network.

2. (Previously Presented) The product management system according to

claim 1, wherein said information-obtaining means comprises one for obtaining the part-

related information from information received upon receipt of the requests for offering

information of the product from said request-receiving means.

3. (Previously Presented) The product management system according to claim

2, wherein said product comprises one that is so constituted as to request the offer for

information of the product for the information offering apparatus via the communication

network, and transmits the part-related information in response to the requests at the time of request.

4. (Previously Presented) The product management system according to claim 2, wherein the requests include request information for offering information from said information offering apparatus via the communication network and the part-related information.

5. (Cancelled)

6. (Previously Presented) The product management system according to claim 3, wherein the part-related information is stored in the product at a time of producing said product.

7. (Previously Presented) The product management system according to claim 1, further comprising:

related information storage means for storing product identification information relating to part-related information of the product; wherein

said request-receiving means comprises one for receiving product identification information in response to the receipt of the requests; and

said information-obtaining means comprises one for obtaining corresponding part-related information from said related information storage means based on identification information that is received.

8. (Previously Presented) The product management system according to claim 7, wherein said product comprises one that is so constituted as to request the offer for information of the product for the information offering apparatus via the communication network, and transmits product identification information in response to the requests at the time of request.

9. (Previously Presented) The product management system according to claim 7, wherein the requests include request information for offering information from said information offering apparatus via the communication network and product identification information.

10. (Cancelled)

11. (Previously Presented) The product management system according to claim 8, wherein the identification information is stored in the product at a time of producing said product.

12. (Cancelled)

13. (Currently Amended) An information offering method for offering, via a communication network, information to a user of a product comprising a computer produced by combining parts selected from a plurality of parts, the method comprising:

(a)   storing, in advance, a plurality of question-and-answer items including questions for each of the plurality of parts and answers for the questions;

(b)   obtaining part-related information related to a part constituting the product in response to receiving a first request and a second <u>request</u> from the user for offering information of the product via the communication network, the first request being generated by execution by the user of a short-cut link on a desktop screen of said computer, the short-cut link incorporating a plurality of part codes as parameters of a URL, the plurality of part codes corresponding to the parts selected from the plurality of parts and the second request being generated by execution by the user of a link, which is the same as the short-cut link on the desktop screen of the computer, that is transmitted to the user via email by a production management server when information of a completion of an inspection of the computer is received by the production management server<u>, the production management server sending an assembling instruction to a client computer in an assembly plant to assemble the computer, the assembly instruction indicating the parts selected from the plurality of parts by the user, the client computer having an inspection program for inspecting whether the computer is assembled in accordance with the assembling instruction and the client computer sending the information of the completion of the inspection of the computer to the production management server prior to the production management server transmitting the email to the user</u>;

(c)   picking up, from a plurality of question-and-answer items that are stored, at least one question-and-answer item related to the part constituting the product based on the part-related information that is obtained; and

(d)　transmitting the question-and-answer item that is picked up to the user who has issued the first and second requests.

14.　(Currently Amended)　The information offering method according to claim 13, wherein said step (b) is one for obtaining the part-related information from information received upon receipt of the first and the second requests request.

15.　(Previously Presented)　The information offering method according to claim 13, further comprising storing, in advance, product/part-related information in which product identification information is related to part-related information of the product; wherein

said step (b) is one for receiving product identification information in response to the receipt of the first and the second requests request, and obtaining corresponding part-related information based on product/part-related information stored depending upon identification information that is received.

16-18.　(Cancelled)